DOCUMENT RESUME

ED 216 703 IR 010 246

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TITLE The Next Five Years for York University Libraries.
INSTITUTION York Univ., Downsview (Ontario).
PUB DATE Oct 81
NOTE 29p.; Office of the Director of Libraries, Working Paper Series. For related document, see IR 010 245.

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Academic Libraries; Foreign Countries; Higher Education; Institutional Administration; Library Acquisition; *Library Administration; *Library Planning; *Library Services; *Long Range Planning; Objectives
IDENTIFIERS *Canada

ABSTRACT

Following a brief history of York University libraries, this document outlines current objectives of library operations, the problems faced in establishing future priorities, and the objectives for implementation or investigation for the next three to five years. The current mission and operating objectives in the functional areas of collecting, organizing, storing, and retrieving and disseminating are presented. The major and most pressing problems of the libraries are identified, and a statement of interim library goals that was developed to address these problems is discussed. Long range planning goals have been established for a three to five year period, and currently place primary importance on collection development. The impact of such external factors as changing copyright law, a national centralized periodicals system, financial constraints, electronic communications networks, and proliferation of publications is explored. Six appendices present statistical information about personnel, collections, book and serials holdings, expenditures, acquisitions, and Telex functions. (Author/RAA)

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THE NEXT FIVE YEARS

FOR

YORK UNIVERSITY LIBRARIES

OFFICE OF THE DIRECTOR OF LIBRARIES
WORKING PAPER SERIES

Anne Woodsworth
October, 1981

IR010246

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A BRIEF HISTORY

York began to build its collection of resources in 1960 with the appointment of its first librarian. A year later, a consultant's report predicted that by 1980, the Libraries would contain 870,000 volumes.

Growth of the collections was much more rapid than was foreseen in those early years. By April, 1981, the number of catalogued book form volumes alone had reached 1,319,964. When other accessible materials were added, the number of items housed in the Libraries exceeded 3,000,000.

The sixties and seventies were periods of rapid growth for YUL as befitted a growing university. When the Scott Library was opened in 1970, it became the central facility of a system with three smaller libraries: Frost, Steacie and Law. The capacity of the Scott Library in some areas was too limited and in 1973, the Government Documents collection was moved to the Administrative Studies building to form a Government Documents/Administrative Studies Library. Since then, York has been served by these same five separate library facilities.

Plans for construction of Phase II of the Scott Library were abandoned. By 1981, the pressure of collection growth had necessitated some minor physical changes in physical facilities at four libraries and planning had begun for utilization of the fifth floor of Scott in the hope that the Faculty of Environmental Studies would find another home. Given library use of the fifth floor in Scott, and some adjustments in space utilization, the Libraries' physical facilities should be adequate for ten to fifteen years.

In 1972, there were 262 full-time library employees and their efforts ensured that YUL's collections and services kept pace with academic needs. By the mid-seventies, York's Libraries had earned a reputation for active leadership in automation of library operations. These computerized operations have enabled the Libraries to maintain, and sometimes improve, the delivery of library resources despite a continuing decrease in the number of library employees to 189 in the fall of 1981.

Despite their youth, York's Libraries have amassed a collection of materials which is undoubtedly substantial - a collection which in 1980 ranked as 82nd out of the 100 largest academic libraries in Canada and the United States. York's library understandably has not achieved the richness of those found at British Columbia, McGill or Toronto. To accumulate the knowledge of centuries in two decades would have been impossible. York's library collections have

however developed some strengths. Most notable is the Osgoode Law Library's collection which is known nationally and internationally. Other areas of collection strengths are in Canadian History and Literature, twentieth century American and British Literature, Physical Education, Psychology, Sociology, Social Work, the Fine Arts (mostly twentieth century).

In summary, York University Libraries have been relatively successful in acquiring some resources which rival those gathered by other academic libraries over much longer periods of time.

THE MISSION AND CURRENT OBJECTIVES

> *"In order to exist, information must be created, collected, organized, stored, retrieved, disseminated and used."*(1)

Collection, organization, storage, retrieval and dissemination of information are the functions of any library in any setting.

The primary mission of an academic library is to provide information for members of its institution in an environment which fosters the advancement of learning and research. This has been and should continue to be the mission of York University Libraries.

To accomplish this mission, York University Libraries have evolved a highly inter-related set of "actions" (or objectives) over the past twenty years. Although unwritten, objectives have existed and have guided library operations for many years; they have not previously been codified or officially approved.

Nevertheless, the following objectives are and have been the operative ones for York University Libraries:

" . . . information must be . . . collected . . . "

1. *To select and acquire library materials in support of the University's academic and research programmes.*

   These materials include books, documents, serials, films, sound-recordings, video cassettes, audio-tapes, maps, photographs, manuscripts, microforms, theses and archival materials. To ensure that the parameters of collection growth mesh with the University's needs, collection development policies were drafted to serve as guidelines for the selection and purchase of materials added to the Libraries' collections. These policies were developed in accordance with the definition of responsibilities for Ontario's academic libraries that:

   > "Each university library should provide resources to support all undergraduate courses including honours courses.
   >
   > Each university should develop basic research collections in its existing graduate and research fields, recognizing that the development of advanced research collections would depend upon the division of responsibility for graduate studies among the universities."(2)

Since no library can acquire all materials and information of potential use to its scholars, another objective emerges.

2. *To cooperate with other libraries in local, regional and national networks and consortia in the acquisition of and access to resources not otherwise available at York.*

In practical terms, these efforts have resulted in shared purchase of expensive items, generation of union lists of serials held and ordered as well as shared access to other libraries' catalogues to disseminate knowledge of holdings. Of much more direct benefit to the York community are the library cooperative efforts which have enabled access to and loan of materials in other libraries. Of most direct benefit to York has been participation in the cooperative efforts of the Ontario Council of University Libraries such as IUTS (the Inter-University Transit System, inter-library loan, IUBP (Inter-University Borrowing Privileges for faculty and graduate students) and reciprocal borrowing agreements which enable all York students to borrow directly from the libraries of the Universities of Guelph, Waterloo and Wilfrid Laurier.

" . . . *information must be . . . organized* . . . "

Organization of information in library collections is mandatory if information is to be found and used. Thus, an inherent objective is

3. *To organize and bring under bibliographic control the materials that are acquired in such a way as to enable their optimum access and use.*

This is probably the least known and most misunderstood part of a library's activities. The two million items housed in the York University Libraries, along with the fifty thousand pieces added each year, cannot just be put on the Libraries' shelves in the order in which they arrive. For information to be retrieved, each container must be identified bibliographically, i.e., its contents described (catalogued); the container must be labelled (classified) so that it can be stored with others of similar or related content. In order for this to be done consistently and coherently, York University Libraries have accepted the principle that cataloguing must adhere to internationally acceptable rules and standards for bibliographic description. Thus, another operational objective is:

4. *To establish the bibliographic identity of acquired materials in accordance with the Anglo-American Cataloguing Rules and using the Library of Congress' Classifications Schedules and Subject Heading Lists and when necessary, classification schedules and subject heading lists developed by the National Library of Canada.*

Just as no single library can acquire all the materials published, no single library is capable of locally carrying out the intellectual work involved in cataloguing and classifying its acquisitions. Libraries have for many years "traded" or "bought" the bibliographic descriptions needed for many of their acquisitions. York is no exception. With the advent of automation in library operations, such copying of bibliographic descriptions done by other libraries has been significantly enhanced and in recent years, roughly seventy per cent of all the bibliographic records used at York have been copies of records generated by other libraries. A continuing objective is thus to:

5. *Accept the cataloguing records of other libraries, as available through printed sources and computer networks and modify or augment them to meet local requirements.*

Most of York's "copying" is done by buying records from a bibliographic utility - UTLAS. The annual cost of $120,000 is roughly half of the cost of the manpower that would be required if York were to catalogue each item it acquired by itself. Despite the apparent cost-effectiveness of using UTLAS as a bibliographic utility, some of its products and services have been proven to be cheaper if done at York - e.g., producing spine lables for catalogued books; producing the microcatalogues. Two years ago York University Libraries decided that one of our goals within the next five years should be:

6. *To provide bibliographic access to library holdings through terminals so that users have more comprehensive, faster and more flexible access to library materials.*

Typing and filing catalogue cards, cumulating the microcatalogues three or four times a year leaves some materials bibliographically inaccessible even though they have been shelved and might be found by browsing. Similarly, because roughly 300,000 bibliographic records are found only in the vestige of the old card catalogues, loading these records into the computer based bibliographic file has become a priority, especially if on-line access to library materials is to be realized. Therefore another short-term goal is

7. *To complete conversion of catalogue/bibliographic records into machine-readable form by 1984-1985.*

This requires an input rate of 8,000 - 9,000 records per month for the next three years.

8. *To prepare each item for use by labelling, binding and inserting theft-detection devices.*

Materials are finally made ready for use by insertion of ownership identification and theft detection devices as well as being labelled with their classification/call number.

" . . . information must be . . . stored . . . "

To provide housing for over three million items is neither simple nor easy. Each "container" of information demands different storage mechanisms. While books gobble up shelves (at a rate of 10,000 additional linear feet annually), microforms need cabinets, maps need special cases and archives and manuscripts need containers which will not destroy paper. All five of York's Libraries have, in their design, reflected an open-access philosophy as opposed to a restricted/closed stack philosophy. An intrinsic objective therefore has been

9. *To house library materials on open shelves and provide physical access to collections with the fewest number of impediments.*

The bulk of the collections are housed on shelves with adjacent open study seating. Since 1979, over sixty seats have been removed in the Scott Library stacks to accommodate erection of additional shelving. The branches have also removed a few seats. The result is that the following objective has been increasingly less well met:

10. *To provide seating and study space throughout the collections that are conducive to study and research.*

For graduate students, some study carrels are available with lockers for books. These unfortunately are not fully enclosed and not very conducive to intensive research. There are no faculty reading rooms or carrels at York University Libraries.

11. *To provide facilities for special-purpose, smaller or well-defined collections.*

By their nature, some materials require equipment, furnishings or handling different from the general book collections. Others, because intensive use is anticipated, are housed in "reserve collections" and made available for short loan periods. Some materials such as indexes and other reference materials, are housed separately from the general collections and are available only for use in the library. Whether in book-form or in non-traditional forms (films, microforms, recordings, etc.), the Libraries are required

12. *To acquire and maintain storage space and equipment for storage and use of materials:*

The range of equipment needed to use the Libraries' collections is diverse: record players, video cassette playback units, microform readers, photocopiers, microprint copiers, film-cleaning equipment, etc. Thus another operational requisite is

13. *To maintain equipment and furnishings in good repair and to replace obsolete or irreparable equipment when required.*

Because of limited equipment funds, the Libraries, along with other sectors of the University, have been unable to maintain and replace equipment and furnishings at required levels. Related to this is another function:

14. *To repair and restore library materials.*

Annually, over 5,000 items are repaired or rebound at York. Of those which cannot be repaired, decisions are made about the need to purchase replacements. For the more rare and valuable materials a modest programme of restoration was begun in 1980 using the services of McMaster University Libraries.

"information must be . . . retrieved, disseminated . . . "

The most common misconception held about libraries is that checking books out and taking them back to the shelves is as easy as eating home-made apple pie. While the process is relatively simple, the systems of policies and procedures which enable that activity and which support that activity are not so simple. It is the objective of York University Libraries

15. *To maintain shelves, cabinets and other storage places in reasonable order.*

Books that are borrowed for use outside the Libraries must be reshelved in their proper place when returned. Annually, this means nearly 700,000 books are reshelved. In addition, items used in the Libraries must be returned to their proper places. As this is done, deteriorating and mutilated materials are found. Thus, another objective is

16. *To ensure availability of and accessibility to library materials.*

Most importantly, buildings must be open long hours and be staffed by people who are knowledgeable about the Libraries' regulations, policies and procedures. Materials which are sought by users and not found must be searched for in circulation files and in the stacks. Items which are needed but checked out by other

users must be recalled. Policies and sanctions against unauthorized loans and overdue loans must be administered. In essence, a loan service must be provided which enables library users to borrow 700,000 items annually with minimal delays.

When an information need cannot be identified as a specific book in the York University Libraries' collections, the retrieval and dissemination process becomes even more complex. Therefore, YUL must strive:

17. *To provide bibliographic, reference and information support to the students, researchers, faculty and staff of the University.*

To produce correct citations for materials when a user has incomplete or inaccurate descriptions, requires public service staff who can match the information need with appropriate sources. This needs a service staff who are knowledgeable not only about bibliographies, indexes, abstracts, etc., but also about the bibliographic structure of various disciplines and the resources available at York and in other libraries.

While one-to-one assistance in using a library is the best form of support, York's library staff of 189 cannot assist over twenty-thousand library users individually. Therefore, classes are provided to teach groups of users basic or advanced library skills. Stated as an objective for reference services, this means that they endeavour:

18. *To facilitate life-long continuing education and problem-solving skills by teaching library users the necessary bibliographic and library research skills.*

Library research skills and needs are multi-faceted; response of public service staff to these needs must be flexible and imaginative. Linked to this is an objective that extends to the whole York community and sometimes beyond it.

19. *To promote effective use of YUL by providing printed information about the Libraries' services, collections and facilities.*

This is accomplished through articles in the Gazette, distribution of self-help aids, handbooks, bibliographies and more recently, a library newsletter ("Library Memo") directed at faculty and staff members.

* * * *

In order to carry out the above objectives, the Libraries have an administrative support structure for fiscal management, personnel management and planning and coordination. In a highly inter-

dependent system such as YUL, the tasks executed to achieve one objective are seldom completed without depending or impinging upon tasks related to another objective. Underlying almost all of the Libraries' activities are automated support systems which intertwine through the objectives and bind them together. Over the past decade, these automated systems have enabled improvements in the levels of library service which would otherwise not have occurred.

SETTING PRIORITIES

In a large library system, the synergy of objectives, actions and tasks makes delineation of high and low priorities difficult. In 1978-79, a number of events and documents resulted in the Libraries identifying their major and most pressing problems. They were identified as being:

- protecting the book budget
- identifying major projects for external fund raising
- improving communications inside the Libraries and between the Libraries and their users
- providing more space for library users and for library materials
- providing better security for library collections
- finding ways to reduce the cost of operating the Libraries without diminishing the services provided

In an attempt to solve these problems and to provide emphasis on the proper priorities, a statement of interim library goals was developed. These goals were endorsed by the Senate Library Committee:

" . . . given the current level of funding for the Libraries, it seems necessary to assert that priorities for the Libraries in the immediate future should focus on the following goals:

1) seek economies in library operations which could release funds and resources in order to attempt to: protect the buying power of the library acquisition budget, and maintain the present levels of public service provided to York's students, faculty and staff.

2) attract external funds to York University Libraries through grant applications and from gifts and endowments through the University's fund-raising campaigns.

3) establish long-term plans for utilization of space, equipment and services so that optimum conditions are created in York University Libraries for learning and research, within the resources available.

4) increase participation in mutual use agreements, networks, consortia and other cooperative agreements with other libraries in order to augment and support York's library services."

Since that time these "interim" goals have been guiding the Libraries' activities and have resulted in introduction of micro-catalogues, start of a retrospective conversion project (of bibliographic records created prior to automated cataloguing at York); the purchase of a stand-alone mini computer to support library functions; the expansion of public space in Scott to house microforms; identification of projects for the York University Fund campaign; and the introduction of regulations and conditions governing library use; and reciprocal borrowing agreements - to name a few.

These goals do provide a focus but the reality of future budget reductions provide strong impetus for change. In 1981 the threat of future "cuts" looms even larger. Obviously, more changes in library operations will be needed to achieve the requisite cost-savings.

With the present budgeting pattern of the University, it is difficult to establish objectives (even for twelve months) since the amount of financial support remains a question mark (often within a fiscal year due to in-year cuts). Since the Libraries are an academic support unit, objectives must be responsive. The University's strengths in academic programmes must be reflected in the Libraries' collections. The University's efforts to teach students in off-campus courses, if they develop further, will establish an objective for provision of remote library service. In summary, while the Libraries can unfold a set of ideal goals and objectives befitting a "research" library, the attainment of those goals is not only dependent upon fiscal resources but also upon academic decisions at York that create new and changing demands on the Libraries' collections and services.

THE NEXT THREE TO FIVE YEARS

Despite the fiscal outlook and despite new unforeseen demands, there are some "musts" for YUL in the future. First and foremost, the level of funding for library acquisitions must be protected if at all possible both within the Libraries and by the University. Without resources, libraries do not exist and library collections do have an impact on the quality of a university's teaching and research programmes. While subsequent infusions of funds can repair some of the damage done due to lack of staff and physical facilities, deficiencies in library collections cannot be as easily recouped.

In addition, the following objectives are ones which must be pursued regardless of a decreased, increased or a steady-state library budget. Most must be accomplished if the functions are to remain viable services to the York community.

1. Enlarge the Map Library facility on the first floor of Scott.

2. Investigate merging one or more branches into Scott when the Faculty of Environmental Studies evacuates the fifth floor.

3. Plan for a larger space for University Archives.

4. Automate circulation operations which are still manual.

5. Eliminate existing four independent computer support systems (cataloguing, acquisitions, circulation, RECON) by developing integrated on-line library systems and data bases with links to a network of information resources.

6. Provide terminals for public use and enquiry into YUL data bases.

7. Plan for the provision of library service to off-campus courses.

8. Rationalize the budget for acquisitions of library materials on the basis of York's academic strengths, but in keeping with the principles of self-sufficiency for undergraduate needs.

9. Increase reliance on cooperative and network efforts in: cataloguing, particularly of large microform sets; preservation and conservation; purchase of rare and expensive research materials and collections.

10. Continue seeking external funds and grants to process large gifts and accumulated backlog.

11. Improve the user education programme.

12. Improve internal and external communications.

If the level of support for library acquisitions and services decreases in future, reductions in service levels and adjustments in library acquisition patterns will have to take place. This will occur at a time when considerable pressure will be put on the Libraries to maintain their book and journal collections, and to support new ventures in the University. In face of these somewhat dichotomous factors, the Libraries will be reaching a point when they cannot maintain essential and basic library operations without discontinuing entire functions. The superior achievements of the Libraries in the past two decades, especially in collection development, have brought York to the borderline of being able to boast of having an academic research library. The future bodes ill for ever achieving that status.

The Libraries are now at the point where staff capacities are stretched to the breaking point: service units are under-staffed or closed during sabbaticals, vacation and illnesses; books are purchased but remain uncatalogued for lengthy periods of time; gifts of materials (often valuable and essential) are piled in storage areas waiting to be processed. The constraints of operating five separate library facilities and the inflexibility of their designs mitigate against rearranging facilities to operate with a bare minimum of employees.

Yet the fundamental purposes of YUL remain: to acquire materials and to provide for access by users to collections. These basics must not be lost from view in future planning. Nor must we lose sight of the fact that a reduction in library hours, while netting a saving, curtails utilization of a very substantial capital investment - the collections.

How then will the Libraries plan for future needs in a gloomy financial environment?

In June, 1981, a document was prepared, mostly for internal planning purposes, called "Diverse and Disparate Options: A Range of Future Choices for York's Library Services." Baldly put, the document was a shopping list of future directions which ignored fiscal and political implications.

Since that time, the options have been reviewed and those which (on first glance) appeared to enable either short- or long-term savings, were culled from the document. Detailed analyses have begun of these options and will continue over the next 12 - 18 months. The

format being used for review and analysis of future options is attached as Appendix F.

The options which will be closely scrutinized are (in no particular order):

1. Eliminate or reduce some of the audio visual support services provided to academic programmes by DIAR and the Libraries.

2. Provide cataloguing to international standards for only a portion of library acquisitions and devise methods to list the remainder in data bases and microcatalogues in abbreviated ways (e.g., by author or title only).

3. Stop taking requests or "holds" for materials charged out to borrowers and stop searching for missing materials.

4. Raise the fees charged for existing fee-based library services (on-line literature searches, photocopying, extra-mural and alumni cards).

5. Introduce fees for services currently provided free of charge (e.g., interlibrary loans to other libraries, IUEP cards, storage and organization of university records, service charge on billed accounts payable, requests for searching for and holding missing items or items charged out, receiving telex messages for non-library destinations).

6. Curtail collection of government documents to fewer jurisdictions.

7. Close the Rare Books and Special Collections Room and disperse materials into the general stacks.

8. Merge one or more branches at the York Campus into the Scott Library.

9. Eliminate all remaining duplication of serial subscriptions in the Libraries (even between the Glendon and York campuses).

10. Provide access to library buildings for study purposes only (i.e., no loan or reference services) after 9:00 or 10:00 p.m., and on most weekends.

11. Close the Libraries or portions of operations when there are no scheduled classes on campus.

12. Eliminate staff-operated photocopy service and have users rely solely on coin-operated, self-service photocopiers.

13. Remove lockable graduate carrels from the Scott stacks.

14. Reduce the number of titles and copies allowed on reserve per courses and/or instructors.

15. Seek membership in the Centre for Research Libraries.

Within the Libraries it is felt that most of these options will not yield significant cost-savings. Of the two which could, one would involve physical integration of collections and staff and the other, development of an automated system to eliminate duplication of work in library operations. The major impediment to achieving substantial cost-savings through these will likely be the territorial imperative - be it over a branch library or an information file.

EXTERNAL FACTORS

In addition to internal pressures, demands and constraints, there are a number of national and international concerns which will affect YUL in future and which must be considered in planning library services:

- Changes in Canadian copyright law - if the creators of information succeed in changing the Canadian copyright Act to resemble that in the US, photocopying practices by individuals and libraries will be significantly altered.

- Development of a central/national periodicals centre in Canada, coupled with diminishing resources in Canada will necessitate changes in attitude of users and library staff concerning proximity and access to research materials, especially serials.

- Provincially, more and more of Ontario's university libraries will face acute space shortages for collections and will at some point have to reconsider the economics and viability of remote, centralized storage facilities.

- Rapid development of electronic communication networks between libraries and data bases (both bibliographic and non-bibliographic) are occurring in Canada and the US. To take advantage of the potential and economies afforded by these developments, YUL must keep abreast of these changes and develop their internal systems in such a way as to be compatible with external sources of information.

- The information and publication explosions show no signs of slowing down. Society is becoming increasingly information conscious and information dependent. This phenomenon, coupled with rapid expansion of knowledge (and publishing) in developing countries, has futurists predicting an escalation of the information explosion and an increase in the kinds of different "containers" of and access to information. Library catalogues will, in the near future, be accessible from home and office terminals. As the means for finding information improve, alternate methods of document delivery (e.g., telefacsimili transmission, full-text display) will have to become normal ways for libraries to retrieve and disseminate information needed by users.

In general, the future of libraries and the information services appears to be a volatile and challenging one. As they have been in the past, York University Libraries should be in the forefront of developments and one of the leaders in technological innovation.

FOOTNOTES

(1) Levitan, K. B. "The collapse of traditional distinctions". ASIS Bulletin (April, 1981). v. 7, no. 4, p. 12.

(2) Proposed in 1966 by the Committee on the Coordination of Academic Library Services and subsequently accepted by the Committee of Presidents of Universities of Ontario (former name of the Council of Ontario Universities).

Appendix A

York University Libraries

PERSONNEL COMPLEMENT*

	As of October 31, 1978	As of September 15, 1981
TOTAL	204.7	189.6
BY TYPE		
- LIBRARIANS	36.2	35.2
- P & M	10.Ø	10.Ø
- SUPPORT	158.5	144.4
BY LOCATION		
- FROST	10.6	10.6
- STEACIE	9.Ø	8.Ø
- GOV.DOCS./AD.ST.	11.Ø	11.Ø
- LAW	29.1	28.1
- EDUC. CTRE.	1.Ø	**
- SCOTT	144.Ø	131.9

* full-time and regular part-time in full-time equivalent; excludes casual assistants

** no longer in Libraries' budget

prepared September 15, 1981
- A. Woodsworth

Appendix B

COLLECTIONS

A. BOOK FORM - VOLUMES

Catalogued as of April 30/80	1,259,578
Net additions, April 30/80-April 30/81	60,386
Catalogued as of April 30/81	1,319,964
Total otherwise organized* for use as of April 30/81:	
Frost	1,900
Government Documents	738,900*
Law	8,539
Scott	5,840
Total volumes bookform materials as of April 30/81:	2,005,567

*Estimate

B. MICROMATERIALS (1)

1. Microfilm reels

Holdings as of April 30/80	36,177
Net added 1980/81	1,777
Holdings as of April 30/81	37,954

2. Microfiche/cards/print

Holdings as of April 30/80	926,867
Net added 1980/81	101,968
Holdings as of April 30/81	1,028,835

C. AUDIOVISUAL AND OTHER MATERIALS (Holdings as of April 30/81)

Films	1,224 titles
Film loops	Ø items
Film strips	Ø items
Slides	6,237 items (2)
Transparencies	19 items
Aerial photographs	3,446 items
Sound recordings (disc, tape, cassette)	20,560 items (3)
Video cassettes	851 items
Maps	74,841 items (4)
Sheet music	3,136 items
Theses	1,105 titles
Photographs and negatives	891 linear feet
Manuscripts (Scott Archives)	2,635 linear feet
Archival materials (Scott Archives)	519 linear feet
Other mss & archives	168 linear feet (5)

Appendix C

BOOK & SERIAL HOLDINGS (VOLUMES) PER STUDENT -
A FIVE YEAR COMPARISON OF ONTARIO UNIVERSITY LIBRARIES

UNIVERSITY	1975/76	1976/77	1977/78	1978/79	1979/80
Brock	110.5	67.7	93.8	101.6	95.1
Carleton	88.6	72.3	83.7	90.8	96.2
Guelph	71.3	86.7	93.1	112.6	119.9
Lakehead	100.2	75.5	91.0	107.2	113.5
Laurentian	138.2	82.6	91.6	172.6	244.2
McMaster	97.2	90.7	95.0	113.9	83.4
Ottawa	79.4	64.5	70.7	84.2	73.3
Queen's	125.8	111.0	130.0	123.6	138.6
Toronto	107.1	112.1	117.6	116.9	117.3
Trent	138.4	95.2	101.3	139.3	118.6
Waterloo	82.2	76.5	82.4	88.7	92.5
Western Ontario	75.6	66.3	72.6	75.4	78.5
Wilfred Laurier	87.2	74.9	82.9	86.6	90.0
Windsor	127.3	84.7	102.8	122.9	118.7
York	83.6	54.3	69.7	65.0	67.9
Median	98.7	76.5	91.6	107.2	96.2
Average	102.2	81.0	91.9	106.8	109.8
York's Rank (of 15)	12	15	15	15	15

Appendix D

SUMMARY OF ONTARIO LIBRARIES, 1979-80*

Table No.	Factor	Range	Median	York	York's Rank (in 15)
1 A	Total Library expenditure as % of total university operating expenditure	9.15-5.06	7.41	6.84	11
2 A	Library expenditure per student	$483-287	$346	296	14
3 A	Acquisition & Binding expenditure per student	$172.90-86.43	$121.76	86.43	15
4 A	Acquisition & Binding expenditure as % of total Library expenditure	42.24-26.08	33.24	29.37	11
5 A	Library personnel costs as % of total Library expenditure	68.92-52.87	62.75	62.78	6
6 A	Book & Serial (print) volumes held per student	244.2-67.9	96.2	67.9	15
7 A	Number of print volumes added per student	15.0-2.7	4.3	2.7	15
8 A	Number of micro materials added per student	5.2-(-1.6)	1.3	2.4	6
9 A	Number of students per total Library staff	51-100	72.3	93	14
10 A	Number of students per professional Library staff	235-422	305	393	13
11 A	Professional staff as % of total Library staff	30.1-17.5	23.7	23.8	7

*Based on a survey of the 15 provincially supported university libraries in Ontario which comprise the Ontario Council of University Libraries (OCUL)

Appendix E

YUL - The Last Ten Years

Year	No. of Library Staff	No. Monographs Purchased*	No. Active Subscriptions*	Expenditures on Acquisitions ($000)	Recorded Loans**
1970/71	223.0	not	not	1,152,818	338,527
1971/72	262.0	available	available	1,005,678	427,750
1972/73	259.2	54,700	12,564	1,198,893	546,599
1973/74	246.6	49,900	11,265	1,064,701	561,866
1974/75	235.1	47,800	10,363	953,563	642,487
1975/76	224.3	38,500	9,862	1,030,815	701,047
1976/77	214.6	37,500	10,028	1,012,410	704,384
1977/78	216.1	29,000	10,227	1,101,309	688,833
1978/79	204.6	26,200	9,724	1,236,444	634,384
1979/80	198.7	27,200	9,596	1,485,700	659,829
1980/81	198.6	28,600	9,336	1,737,778	683,322
Sept.15/81	189.6	26,000 (est.)		1,852,509	

* excluding Law Library

** excludes items used in the Libraries

FUNCTION

Telex facility

LIBRARIES Scott

DEPARTMENT(S) Reference

OPTION

Charge for incoming telex messages to non-library locations

RESULTS DESIRED

1) Recover cost of handling incoming messages for non-library purposes for faculty and administrative staff in the University.

2) Recover some more of the costs of operating the Libraries' telex facility.

DESCRIPTION OF CURRENT ACTIVITY

Level & Cost of Activity (1980/81)

		% of total
Equipment & Communication charges	7,850	
Supplies	500	
Staff Operator (½ man-year)	6,500	
Communication charges recovered *	(1,000)	6.73
Net Total Cost	13,850	
Messages sent - total	7,628	
- non-library	198	2.60
Messages received - total	8,640	
- non-library	287	3.32
All messages received and sent - total	16,268	100.00
- non-library	485	2.98

* for non-library messages sent

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DESCRIPTION OF CURRENT ACTIVITY (cont'd)

1) Incoming messages for non-library users are sorted and either addressed and mailed to recipients or telephoned and read message and/or advised to pick it up. Out going messages are received via telephone or written form, telex number is sourced if not available and message typed on telex machine. A copy of the message sent is forwarded to the sender along with the actual cost of sending the message. Revenue received in 80/81 was ca. $1,000 for out going messages.

2) Average library cost of handling all non-library messages in 1980/81 was $442.53 (2.98% of $14,850) or $0.91 per message.

REQUIREMENTS TO IMPLEMENT OPTION

1) Establish system of billing for in-coming messages received by non-library users either on a per message, monthly or quarterly basis.

2) Preparation of a rate schedule on basis of words, lines or on a flat service fee basis.

3) Acceptance by non-library users of principle of a service fee for messages received.

4) Costs of administering the billing system must be added to cost of operating facility.

5) Delivery of non-library messages to receive priority over library messages.

ADVANTAGES OF OPTION

1) Libraries would recover an additional $300 if cost of handling the incoming messages were charged to recipients at $1.00 per message.

2) Traffic might decrease and amount of library staff time spent sorting, telephoning and forwarding messages might be reduced by 10-20 hours per year.

3) Faster dispatch of messages that are being paid for resulting in higher level of satisfaction for non-library users of telex.

DISADVANTAGES OF OPTION

1) Costs of billing for recovery of $300 per year would not warrant effort unless billing costs were also recovered. Maximum total revenue: $600.00

2) Loss of good-will of small group of users by elimination of a free service.

3) Lower priority for outgoing library messages such as interlibrary loan requests and claiming for non-receipt of materials resulting in increase in dissatisfaction with speed of some other library services.

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ALTERNATIVE WAYS TO ACHIEVE SAME/SIMILAR RESULTS

1) Identify regular and heaviest recipients and ask them to contribute an annual flat fee for use of telex facilities.

2) Replace telex with electronic mail system developed jointly with other libraries and phase out telex operation.

RECOMMENDED ACTION

Do not implement option; investigate alternative #1 of flat fee contributed by heaviest message recipients.

Observation: over the longer term (10-20 years) use of electronic mail will eliminate most needs for telex or TWX facilities in libraries and may be coupled with telefacsimili transmission facilities which will expedite document delivery.

Prepared by: A. Woodsworth	Date: August 26, 1981